

*Public Works Facility*

**From:** Jim Hazlip  
**To:** Brantley, Tom  
**Date:** 10/23/03 8:54AM  
**Subject:** Re: Question

I am very upset with the lack of services provided by the custodial vendor. The bathrooms, on a daily basis are joke. Although it isn't very funny to be out of toilet paper. I am not talking monthly or weekly. I cant speak for the women restrooms because I haven't been in them. This morning I found two of the mens stalls completely out of paper. What's bad is that yesterday someone came out and filled up a soap dispenser at my request. It would seem that if they aren't going to come during the day, that at the very least they would service the rest of the bathrooms. Now, I will again take the time as I often do, to go unlock the Janitor closet and put paper in the stalls.

There are other serious issues with our janitorial service not mentioned above.

Hope you can help.

thanks Tom

>>> April Taylor 10/22/03 8:18:35 AM >>>

I've notified the custodial crew and someone should be out shortly to fill the dispenser. Also, in regards to the floors, I'll pass that on to John Johnson here at Facilities to make arrangements to have the floors cleaned, ASAP. Please send over all complaints on an daily basis to myself or John Johnson, thanks.

Thank you,  
April Taylor  
Administrative Associate III  
Facilities Management Division  
(850) 488-1948  
Fax: (850) 488-9174  
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>>> WorkOrder Facilities 10/22/03 8:02:51 AM >>>

April Taylor @ Facilities handles the custodial complaints, You can send her E-mail and she will hand getting the problem corrected.

Ann Porter  
Customer Service Tech.  
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>>> Jim Hazlip 10/21/2003 04:10:24 PM >>>

Hi Ann, Should we submit a workorder to get the custodial folks to do something they should be doing without our asking? For instance, the soap dispenser is empty in one of the Mens restrooms located on the first floor. It is not uncommon for it to run out and us ask for a refill. Toilet paper and paper towels is often an issue as well. The tile and grout is in awful condition.  
How should this be handled on our end?